

Job description: End of Life Carers Support Worker

- Location:** Based in the London Borough of Westminster, with significant travel across Central London
- Salary:** £24,000 per annum (pro-rata 21h per week)
- Hours:** 21 hours per week, to include some unsocial hours
- Holiday:** 25 days plus bank holidays (pro-rata)

About Carers Network

Carers Network is an independent charity. Our vision is that every unpaid carer is recognised and leads a health, fulfilling life with control over their caring role.

For 30 years we have been working with carers to provide information, advice and support, along with social events, breaks and other services to ensure that carers are well informed, supported and healthy. We currently work with over 6,500 carers in the City of Westminster, the London Borough of Hammersmith & Fulham, the Royal Borough of Kensington and Chelsea.

Carers Network is an equal opportunity employer and service provider that recognises and celebrates diversity. We are also a London Living wage employer.

About this role

We are seeking an excellent candidate for the role of End of Life Carers Support Worker within our growing, friendly and dynamic team, working in diverse boroughs in central London.

The End of Life Carers Project is a dedicated Carers Network service focused on the needs of carers who are looking after someone who is either:

- Terminally ill; or
- 80 or over with health and care needs; or
- In a care or Nursing Home

In general, many carers on this project would be looking after someone who is neither terminally ill nor known to be in the end of life. Instead, the person they care for would mostly be in the last years of life.

The post holder will work with the End of Life Carers Project Manager to provide End of Life Carers support through individual support plans tailored to their needs, as well as developing relationships with partner organisations to raise awareness of carers' rights and needs.

Based in our Westminster office, with significant work remotely in the community, across Central London.

The ability to speak a community language would be advantageous.

Aims of the post

To work with the End of Life Carers Project Manager to support End of Life Carers by providing expert assessment, advice, support planning, and casework.

Duties

Supporting Carers

- Carry out detailed End of Life carers assessments and support plans that address carers' needs, in line with the Care Act 2014, plus associated follow-ups and reviews at agreed intervals.
- Provide one-to-one support on an on-going or time limited basis, as agreed with the End of Life Carers Project Manager to carers requiring emotional or in-depth support, including advocacy to carers through email, telephone, face-to-face contacts, at the Centre, in the community and/or through home visits.
- Identify, and make referrals to, appropriate support services for carers. Proactively follow up referrals to ensure they are actioned.
- Support and empower carers to manage their caring role.
- Carry out casework with carers, including liaising with other agencies such as Local Authorities, NHS bodies and other voluntary organisations.
- Provide emotional support to carers as required.

Identification and Recognition of Carers

- Carry out regular, targeted outreach to statutory, community and commercial organisations to raise awareness of End of Life Carers and Carers Network, and to increase identification of carers.
- Develop excellent working relationships with other agencies, especially within Local Authorities and primary care, to ensure carers' needs are understood and addressed.

- Contribute to Carers Network's organisational policies and strategies, ensuring that they reflect the needs of carers.

Carer Involvement

- Support the involvement of carers in relevant forums.
- Support the involvement and consultation of carers via various consultation methods, events and newsletter.

Support Groups

- Facilitate, or attend and support regular End of Life Carers support groups and activities, some of which may take place during unsociable hours (evenings).

Administration and Report-Writing

- Carry out associated administrative work to a high standard, including maintaining files on individual work with carers on our online database, and ensuring information is recorded accurately, thoroughly, clearly and safely, in a timely manner.
- Support the End of Life Carers Project Manager by contributing to reports for Senior Management and funding bodies.

Teamwork

- Work collaboratively with other team members, managers and partners. Contribute ideas for the growth and improvement of the service.
- Support Carers Network at external events as required.
- Work flexibly and proactively as part of a small team, and the wider organisation, to ensure Carers Network's aims and objectives are met.

Organisational and Professional Development

- Lead, as required, on a specific area of work, relevant to carers: collect information on, and liaise with, relevant local services, act as a point of knowledge for the wider team.
- Attend and actively participate in regular supervisions, annual appraisals and team meetings.
- Undertake relevant training and staff development activities.
- Actively implement current policies and procedures and contribute to their development to promote the efficient and effective running of the organisation.

Additional Tasks

To undertake other specified duties which may from time to time be required.

**End of Life Carers Support Worker
Person Specification**

Experience	
Experience of working with a diverse range of clients with differing and complex levels of needs.	CV, covering letter and interview
Experience of managing own caseload including maintaining detailed case notes on a database.	CV, covering letter and interview
Skills and Abilities	
Ability to work on own initiative and to balance a range of tasks with competing demands.	CV, covering letter and interview
Ability to collaborate with others and work effectively as part of a team.	CV, covering letter and interview
Excellent IT skills, including use of Microsoft programmes and client databases	CV, covering letter and interview
Good communication skills	CV, covering letter and interview
Ability and confidence to engage and support conversations around matters relating to death, dying and bereavement with both carers and professionals.	CV, covering letter and interview
Knowledge	
Knowledge of issues affecting unpaid carers.	CV, covering letter and interview
Knowledge and/or awareness of end of life issues.	CV, covering letter and interview
Knowledge of relevant legislation, including the Care Act 2014.	CV and covering letter
Personal Qualities	
Passionate about providing high quality services to	Interview
Flexible, approachable and have excellent interpersonal skills	Interview
Commitment to equality and confidentiality.	Interview

Commitment to our charity's values.	CV and covering letter
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